COVID-19 Positive Care Pathways program

OFFICIAL

Fact sheet for referrers

Purpose

This fact sheet is for health and human services referrers. It has information about the COVID-19 Positive Care Pathways program (the program), including eligibility and referrals. Referrers to this service include health services and hospitals, community health services, general practitioners (GPs), other specialist providers, and government agencies. For example, the Department of Justice and Community Safety operates the Integrated Intake and Assessment Triage Service[1] and Operation Vestige[2].

What is the COVID-19 Positive Care Pathways program?

A selection of metropolitan health services, community health providers and regional health services deliver the program. All Victorians who test positive for coronavirus (COVID-19) are contacted by a triage and assessment (intake) provider for that geographic catchment. Where consent is provided, each case is triaged into one of three pathways (low, medium, or high severity), based on clinical risk, severity of illness and social needs. Cases can be escalated or de-escalated between care pathways depending on their clinical condition.

The program provides clinical care, monitoring and support for all people who test positive for coronavirus (COVID-19), at the right time and in the right setting. In particular, the program ensures that patients who are at risk of deteriorating are identified early and transitioned to higher levels of care.

Pathways have been established in each health service catchment. Hospitals, community health and primary care providers combine to support a severity-based approach for all Victorians who test positive for coronavirus (COVID-19). Public hospitals, primary and community healthcare providers, Primary Health Networks and GPs offer pathways that are relevant and responsive to each local service system and population. The program makes use of existing care networks.

Objectives

The program was initiated by the Department of Health and Human Services and Safer Care Victoria to ensure that all Victorians with coronavirus (COVID-19) are offered:

• monitoring and regular 'check ins' to manage symptoms and identify rapid deterioration through primary and community-based care, with access to specialised health service clinical expertise
• active in-home programs to reduce presentations and admissions, and reduce the risk of infection to other patients and hospital staff

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[1] The DJCS Integrated Intake and Assessment Triage Service assesses cases of coronavirus (COVID-19) and close contacts. It provides support and/or emergency accommodation for those cases to self-isolate or quarantine that they cannot access elsewhere. This initiative is overseen by the Department of Justice and Community Safety (DJCS).

[2] Operation Vestige is a community engagement initiative to door-knock people who have tested positive for coronavirus (COVID-19) and close contacts; ensure people are aware of their status and the need to isolate; as well as providing information for people to access the health and community services they require.

- health, welfare and social supports to assist people through the illness and isolation. This may include education on welfare and financial supports and information and support to apply for these; connecting individuals with a GP if they do not already have one; and connecting and referring people to service providers for other needs such as mental health and pharmacotherapy
- planning for public health clearance from isolation.

Who is eligible?

All people residing in Victoria who have tested positive for coronavirus (COVID-19) are offered the program except for residents of residential aged care facilities; Supported Residential Services; and disability accommodation where those facilities are receiving care through an outbreak management response. People with coronavirus (COVID-19) in coronavirus (COVID-19) specific emergency accommodation, such as hotel quarantine, are also out of scope as these services provide their own dedicated care and supports.

Catchments

The Department of Health and Human Services supplies dedicated health services with daily lists of people with active coronavirus (COVID-19) cases in their catchment area. A catchment is defined by postcodes, to enable health services to identify and support people with coronavirus (COVID-19).

Intake services and contacts

Intake and assessment lead service	Partnering services	Broad geographic area[3]	Residential postcodes
Melbourne Health; Western Health; Werribee Mercy Hospital Intake lead: cohealth Intake number: 03 9448 5551 Email: CovidCareTL@cohealth.org.au Days/hours of operation: 9am - 5pm; 7 days per week	cohealth, Djerriwarrh Health Services, North Western Melbourne Primary Health Network	North West Melbourne	3000, 3003, 3008, 3010, 3011, 3012, 3013, 3015, 3016, 3018, 3019, 3020, 3021, 3022, 3023, 3024, 3025, 3026, 3027, 3028, 3029, 3030, 3031, 3032, 3033, 3034, 3036, 3037, 3038, 3039, 3040, 3041, 3042, 3043, 3044, 3045, 3046, 3050, 3051, 3052, 3055, 3056, 3057, 3058, 3335, 3336, 3337, 3338, 3427, 3429
Austin Health Intake number: 03 9496 6606 Email: COVIDcarepathways@austin.org.au Days/hours of operation: Mon-Fri 8am-8pm; Sat-Sun 8am-12pm	Banyule Community Health Service, HealthAbility, Your Community Health, Better Health North East Melbourne, Eastern Melbourne PHN, North Western Melbourne Primary Health Network	North Eastern Melbourne	3071, 3072, 3073, 3078, 3079, 3081, 3083, 3084, 3085, 3087, 3088, 3089, 3090, 3091, 3093, 3094, 3095, 3096, 3097, 3099, 3105, 3106, 3107, 3755, 3759, 3760, 3761

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[3] Geographic catchments for COVID-19 Positive Care Pathways have been allocated based on postcodes to enable the provision of daily case lists from DHHS Public Health Unit to each health service and Regional Public Health Unit and ensure statewide coverage.
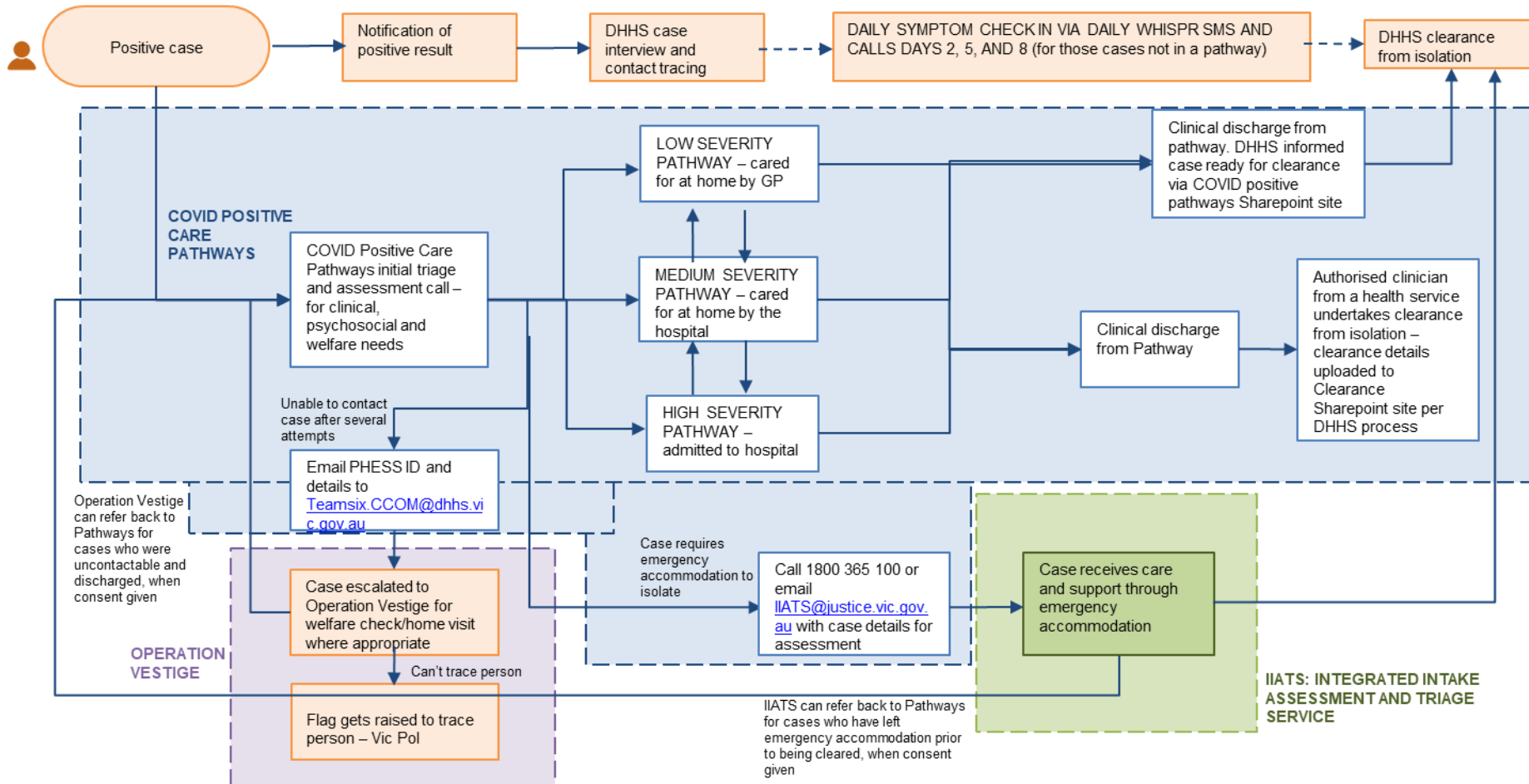
Northern Health Intake number: 03 9495 3050 Email: NH-CovidCommunityHelpdesk@nh.org.au Days/hours of operation: 8am-5pm; 7 days per week	DPV Health	Northern Melbourne	3047, 3048, 3049, 3059, 3060, 3061, 3062, 3063, 3064, 3074, 3075, 3076, 3082, 3428, 3750, 3751, 3752, 3754, 3757, 3763
Alfred Health Intake lead: Connect Health & Community Intake number: 03 9115 0202 Email: covidpathway@connecthealth.org.au Days/hours of operation: 9am-5pm, 7 days per week	Star Health, Connect Health & Community	Bayside	3004, 3006, 3141, 3142, 3143, 3144, 3145, 3146, 3161, 3162, 3181, 3182, 3183, 3184, 3185, 3186, 3187, 3188, 3189, 3190, 3191, 3192, 3193, 3194, 3195, 3204, 3205, 3206, 3207
Monash Health Intake lead: Central Bayside Community Heath Service Intake number: 03 8587 0359 Email: intake1@cbchs.org.au, flag 'COVID pathway Days/hours of operation: 9am - 5pm; 7 days per week	Monash Health, Connect Health & Community, Latrobe Community Health, Eastern Melbourne Primary Health Network, South Eastern Melbourne Primary Health Network	Southern Eastern Melbourne	3147, 3148, 3149, 3150, 3163, 3165, 3166, 3167, 3168, 3169, 3170, 3171, 3172, 3173, 3174, 3175, 3177, 3178, 3202, 3781, 3783, 3800, 3802, 3803, 3804, 3805, 3806, 3807, 3808, 3809, 3810, 3812, 3813, 3814, 3815, 3975, 3976, 3977, 3978, 3980, 3981, 3984
Eastern Health Intake number: 0466 458 045 Email: COVIDsupport@easternhealth.org.au Days/hours of operation: 9am – 5pm; Monday to Friday	Eastern Melbourne Health Alliance: Access Health & Community, Carrington, Eastern Access Community Health (EACH), Eastern Health Community Health, Eastern Melbourne Primary Health Network	Eastern Melbourne	3102, 3103, 3104, 3108, ue , 3111, 3113, 3114, 3115, 3116, 3123, 3124, 3125, 3126, 3127, 3128, 3129, 3130, 3131, 3132, 3133, 3134, 3135, 3136, 3137, 3138, 3139, 3140, 3151, 3152, 3153, 3154, 3155, 3156, 3158, 3159, 3160, 3179, 3180, 3765, 3766, 3767, 3770, 3775, 3777, 3778, 3779, 3782, 3785, 3786, 3787, 3788, 3789, 3791, 3792, 3793, 3795, 3796, 3797, 3799
Peninsula Health Intake number: 03 9788 1700 Email: communitycareenquiry@phcn.vic.gov.au Days/hours of operation: 8am – 9pm; 7 days per week 9pm – 12am 7 days per week on call service	Peninsula Health Community Health Service, South Eastern Melbourne Primary Health Network	Frankston-Mornington Peninsula	3196, 3197, 3198, 3199, 3200, 3201, 3910, 3911, 3912, 3913, 3915, 3916, 3918, 3919, 3920, 3926, 3927, 3928, 3929, 3930, 3931, 3933, 3934, 3936, 3937, 3938, 3939, 3940, 3941, 3942, 3943, 3944

St Vincent's Hospital Melbourne Intake number: 03 9231 4900 Email: healthmonitor@svha.org.au Days/hours of operation: 8.30am – 5pm; 7 days per week	North Richmond Community Health, cohealth, North Western Melbourne Primary Health Network, Eastern Melbourne Primary Health Network	East Melbourne (metro)	3002, 3053, 3054, 3065, 3066, 3067, 3068, 3070, 3101, 3121, 3122
Barwon Health Intake number: 0435 193 572 Email: CovidContactTracing@barwonhealth.org.au Days/hours of operation: 8am - 8 pm; 7 days per week	South West Healthcare	Barwon South West Region	3211, 3212, 3213, 3214, 3215, 3216, 3217, 3218, 3219, 3220, 3221, 3222, 3223, 3224, 3225, 3226, 3227, 3228, 3230, 3231, 3232, 3233, 3234, 3235, 3236, 3237, 3238, 3239, 3240, 3241, 3242, 3243, 3249, 3250, 3251, 3254, 3260, 3264, 3265, 3266, 3267, 3268, 3269, 3270, 3271, 3272, 3273, 3274, 3275, 3276, 3277, 3278, 3279, 3280, 3281, 3282, 3283, 3284, 3285, 3286, 3287, 3289, 3292, 3293, 3294, 3300, 3301, 3302, 3303, 3304, 3305, 3309, 3310, 3311, 3312, 3314, 3315, 3321, 3322, 3323, 3324, 3325, 3328, 3329, 3330, 3331, 3332, 3333, 3407
Latrobe Regional Hospital Intake number: 03 5173 5460 Email: gippslandcontacttracingunit@lrh.com.au Days/hours of operation: 8am - 5pm; 7 days per week		Gippsland Region	3816, 3818, 3820, 3821, 3822, 3823, 3824, 3825, 3831, 3832, 3833, 3835, 3840, 3842, 3844, 3847, 3850, 3851, 3852, 3854, 3856, 3857, 3858, 3859, 3860, 3862, 3864, 3865, 3869, 3870, 3871, 3873, 3874, 3875, 3878, 3880, 3882, 3885, 3886, 3887, 3888, 3889, 3890, 3891, 3892, 3893, 3895, 3896, 3898, 3900, 3902, 3903, 3904, 3909, 3921, 3922, 3923, 3925, 3945, 3946, 3950, 3951, 3953, 3954, 3956, 3957, 3958, 3959, 3960, 3962, 3964, 3965, 3966, 3967, 3971, 3979, 3987, 3988, 3990, 3991, 3992, 3995, 3996
Ballarat Health Services Intake number: 0428 493 084 Email: N/A Days/hours of operation: 24 hours a day; 7 days per week		Grampians Region	3317, 3318, 3319, 3334, 3340, 3341, 3342, 3345, 3350, 3351, 3352, 3355, 3356, 3357, 3358, 3360, 3361, 3363, 3364, 3370, 3371, 3373, 3374, 3375, 3377, 3378, 3379, 3380, 3381, 3384, 3385, 3387, 3388, 3390, 3391, 3392, 3393, 3395, 3396, 3400, 3401, 3409, 3412, 3413, 3414, 3415, 3418, 3419, 3420, 3423, 3424, 3430, 3431, 3432, 3433, 3434, 3437, 3438, 3440, 3441, 3442, 3444, 3446, 3458, 3460, 3461, 3464, 3465, 3467, 3468, 3469, 3477, 3478, 3485, 3487, 3488, 3491

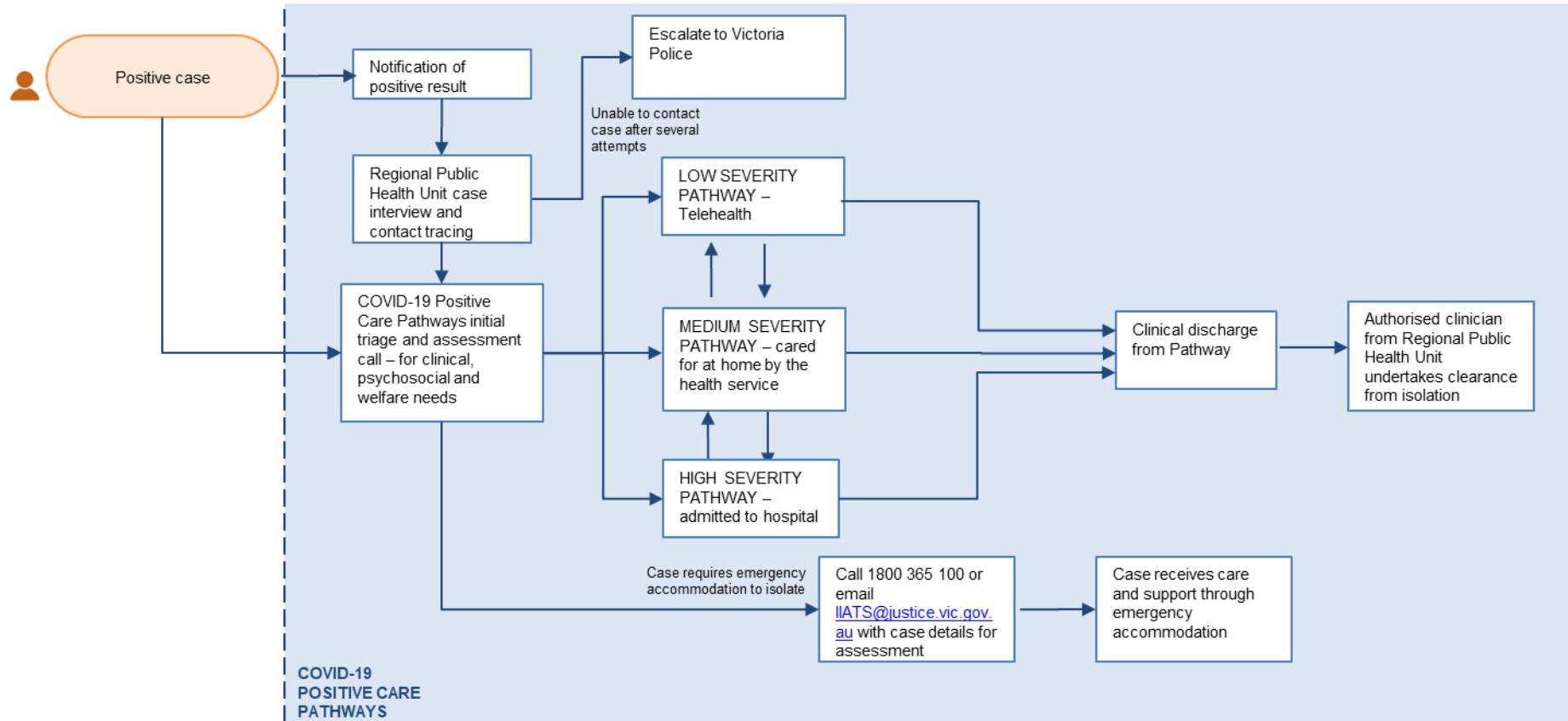|			
Goulburn Valley Health Intake number: 1800 313 0070 Email: COVIDCCT@gvhealth.org.au Days/hours of operation: 9:30am - 6pm; 7 days per week		Hume Region Goulburn	3521, 3522, 3607, 3608, 3610, 3612, 3614, 3616, 3617, 3618, 3620, 3621, 3623, 3624, 3629, 3630, 3631, 3633, 3634, 3635, 3636, 3637, 3638, 3639, 3640, 3641, 3644, 3646, 3647, 3649, 3658, 3659, 3660, 3662, 3663, 3664, 3665, 3666, 3669, 3675, 3678, 3711, 3712, 3713, 3714, 3715, 3717, 3718, 3719, 3725, 3727, 3728, 3730, 3753, 3756, 3758, 3762, 3764
Albury Wodonga Health Intake number: 0400 645 476 Email: COVID19responseteam@awh.org.au Days/hours of operation: 8am - 5pm; 7 days per week		Ovens Murray	3670, 3672, 3673, 3675, 3677, 3678, 3682, 3683, 3685, 3687, 3688, 3690, 3691, 3695, 3697, 3698, 3699, 3700, 3701, 3704, 3705, 3707, 3708, 3709, 3711, 3712, 3713, 3714, 3715, 3717, 3718, 3719, 3720, 3722, 3723, 3725, 3726, 3727, 3728, 3730, 3732, 3733, 3735, 3737, 3738, 3739, 3740, 3741, 3744, 3746, 3747, 3749, 3753, 3756, 3758, 3762, 3764
Bendigo Health Care Group Intake number: 03 5454 9139 Email: contacttracing@bendigohealth.org.au Days/hours of operation: 9am - 5pm; 7 days per week		Loddon Mallee Region	3435, 3447, 3448, 3450, 3451, 3453, 3462, 3463, 3472, 3475, 3480, 3482, 3483, 3489, 3490, 3494, 3496, 3498, 3500, 3501, 3505, 3506, 3507, 3509, 3512, 3515, 3516, 3517, 3518, 3520, 3523, 3525, 3527, 3529, 3530, 3531, 3533, 3537, 3540, 3542, 3544, 3546, 3549, 3550, 3551, 3555, 3556, 3557, 3558, 3559, 3561, 3562, 3563, 3564, 3565, 3566, 3567, 3568, 3570, 3571, 3572, 3573, 3575, 3576, 3579, 3580, 3581, 3583, 3584, 3585, 3586, 3588, 3589, 3590, 3591, 3594, 3595, 3596, 3597, 3599, 3622

Case Pathway - Metropolitan

Key ☐ PATHWAY PROVIDER ☐ DHHS ☐ DJCS

Positive case → Notification of positive result → DHHS case interview and contact tracing ⇢ DAILY SYMPTOM CHECK IN VIA DAILY WHISPR SMS AND CALLS DAYS 2, 5, AND 8 (for those cases not in a pathway) ⇢ DHHS clearance from isolation

COVID POSITIVE CARE PATHWAYS

COVID Positive Care Pathways initial triage and assessment call – for clinical, psychosocial and welfare needs

LOW SEVERITY PATHWAY – cared for at home by GP

MEDIUM SEVERITY PATHWAY – cared for at home by the hospital

HIGH SEVERITY PATHWAY – admitted to hospital

Clinical discharge from pathway. DHHS informed case ready for clearance via COVID positive pathways Sharepoint site

Clinical discharge from Pathway

Authorised clinician from a health service undertakes clearance from isolation – clearance details uploaded to Clearance Sharepoint site per DHHS process

Unable to contact case after several attempts

Email PHESS ID and details to Teamsix.CCOM@dhhs.vic.gov.au

Operation Vestige can refer back to Pathways for cases who were uncontactable and discharged, when consent given

OPERATION VESTIGE

Case escalated to Operation Vestige for welfare check/home visit where appropriate

Can't trace person

Flag gets raised to trace person – Vic Pol

Case requires emergency accommodation to isolate

Call 1800 365 100 or email IIATS@justice.vic.gov.au with case details for assessment

Case receives care and support through emergency accommodation

IIATS: INTEGRATED INTAKE ASSESSMENT AND TRIAGE SERVICE

IIATS can refer back to Pathways for cases who have left emergency accommodation prior to being cleared, when consent given

Case Pathway - Regional

Positive case

Notification of positive result

Escalate to Victoria Police

Regional Public Health Unit case interview and contact tracing

Unable to contact case after several attempts

LOW SEVERITY PATHWAY – Telehealth

COVID-19 Positive Care Pathways initial triage and assessment call – for clinical, psychosocial and welfare needs

MEDIUM SEVERITY PATHWAY – cared for at home by the health service

HIGH SEVERITY PATHWAY – admitted to hospital

Clinical discharge from Pathway

Authorised clinician from Regional Public Health Unit undertakes clearance from isolation

Case requires emergency accommodation to isolate

Call 1800 365 100 or email IIATS@justice.vic.gov.au with case details for assessment

Case receives care and support through emergency accommodation

COVID-19 POSITIVE CARE PATHWAYS

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To find out more information about coronavirus and how to stay safe visit DHHS.vic – coronavirus (COVID-19) **<https://www.dhhs.vic.gov.au/coronavirus>**

If you need an interpreter, call TIS National on 131 450

For information in other languages, scan the QR code or visit DHHS.vic –Translated resources - coronavirus (COVID-19) **<https://www.dhhs.vic.gov.au/translated-resources-coronavirus-disease-covid-19>**

For any questions
Coronavirus hotline 1800 675 398 (24 hours)
Please keep Triple Zero (000) for emergencies only

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